

# MAXI ANTHONY LOPES

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## PROFESSIONAL SUMMARY

I have an aggregate of 22 years of professional experience with Global roles and am knowledgeable in areas of Digital Transformation, Strategy, Product Implementation, Enhancement, Data Migration, Systems Integration, Contingency Management, and Stakeholder Management. Worked on large transformation programs including consulting, implementing, upgrading, and managing IT systems, working on complex standardization programs across various functions, or promoting and setting up new service centers to achieve ultimate customer satisfaction.

## ACCOMPLISHMENT

- **CLM Digitalization:** using Cloud based SaaS application Icertis Contract intelligence, AI-Copilot, & BIZ App integrated with MS CRM, SFDC, S4 Hana, Coupa & Ariba
- Successful deliveries of Application Upgrade and migration from ST to MT
- **ECU International IT Transformation:** Managed Global Cloud Implementation of MS CRM, Power BI Dashboards, CS Portal, Digital Marketing, Data warehousing & Oracle HRMS in 53 countries Including China Restricted Cloud
- Program management of Shipping Corporation of India (SCI) **Digital Transformation** with implementation of Biz apps & SAP all Modules with End-to-End Integrated solution for
  - Procure to Pay and Source to pay,
  - Order to Cash & Financial Accounting,
  - Supply chain Management,
  - Shipping operations
- Led Implementation of Supply chain and logistic IT solutions to ECU Worldwide
- Successful implementation SAP Ariba and ServiceNow for Aspiris.
- Implementation of Contingency Planning & Disaster Recovery for MOL:

## EXPERIENCE

### ICERTIS SOLUTION PVT LTD - Senior Program Manager, (3 years) - Current

- As a Senior program manager, responsible for the engagement with prestigious clients such as PwC-AU, PwC-SIN, Infosys, Wipro, and MISC.
- The program management involves the ICI CLM implementation, release & Upgrades management, ST to MT migration, implementation of Icertis Biz App, AI Apps & AI copilot, Solution integrated with MS Suite experience (Outlook, Teams & Word) Coupa, MS CRM, SDFC, S4 Hana, SAP Ariba & iManage, and Customer Adoption.
- Effective stakeholder management external as well internal and Work together with the Top Management to create and execute the technology strategy for the customer, platforms and technology innovation such as Gen AI & Co-pilots.

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## CORE COMPETENCIES

- Customer Relations Management
  - CXO level engagement
  - Program Delivery
  - Vendor Management
  - Change Management
  - Partner Enablement
  - ITIL IT-System and Process
  - Budget and P&L Management
  - Digital Transformation Management
  - Agile Methodologies
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## TECHNOLOGY

- **Microsoft:** MSCRM, Power BI, Portal, Power Automate & Apps, MS Project, MS Visio, Dynamics 365, Azure Services & Licensing
  - **SAP:** TM, SD, MM, MDM, iFlow, S4 Hana, Ariba, ECM & GRC.
  - **Oracle:** ERP, ORC & HRMS
  - **Other Tools:** Coupa, JIRA, TIBCO, ServiceNow, Click up, Icertis Contract Intelligence & Salesforce
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## EXPERTISES

- Change Management in Lean Six Sigma

- Ensure timely Deliveries by working closely with internal teams: Professional Services, Product Engineering, Sales, Customer Support, etc
- To demonstrate Program Management skills such as planning, risk management, Account Management, Delivery management, Budget management and financial management.
- Manage multiple customers, multi-disciplinary teams and manage interlocking dependencies with external programs and initiatives.
- Work with the leadership team to align on the organization priorities with the program delivery and Explore opportunities.
- Responsible for RFP response, estimation, SOW & Change Requests sign offs,

- Digital Transformation in Supply Chain
- Six Sigma ITIL Training
- Program Management Foundation
- Project Management (PMP)
- Setting up PMO
- ICI Administrator Certification
- ICI Functional Architect Certification
- ICI Practitioner Certification
- Six Sigma ITIL Training

### **ECU International (Asia) Pvt. Ltd – Group Project Manager, (2 years)**

- Reporting to Global IT Head & worked as a delivery manager for IT transformation team, ensured successful implementation of & Process Reporting to Global Sales SPOC & working as Global CRM support for processes and IT systems Global CRM support & manage the process for creation, implementation and maintenance of data management solutions and processes for the global sales force automation solution for the global commercial business CRM Project Management: CRM adoption matrix, Offline Mobile CRM for sales, Power Apps solutions, Power BI for
- Management Reporting, Key/Global account management, Marketing Campaigns, Sales Acceleration Programs, CRM migration from On-Premises to Cloud environment, Country-wise implement for CRM Sales Dashboard: Implementation of various sales dashboards for local sales, Regional Management, Key Customer
- Reporting Key Responsibilities: Vendor management, Participation into various committee, Disaster recovery, USER Training, etc ECU representative for Cross selling among group organization i.e
- AllCargo, Gati, Awashya Grp Oracle HRMS: Handling Vendor change, Classic to responsive upgrade, setting up support system with Jira, Patch updates &
- Oracle Recruiting Cloud (ORC) implementation.

### **DOMAIN EXPOSURE**

- **Supply Chain:** Freight Forwarder, Shipping & Logistics, Container Liner, Chartering, Shipping Agent, Ship Management, Port & Terminal operations,
- Procurement Domain
- Information Technology Professional Solutions (ITPS) and Contract Life Cycle Management

### **EDUCATION**

- Bachelor of Commerce 2000

### **Aspiris Management System Pvt Ltd - Implementation Consultant, ( 5 years)**

- **Technology:** Microsoft Dynamics 365 CRM, SAP ERP & ARIBA, and ServieNow
- Participate in Pre-sales by displaying a strong presence; and engaging senior stakeholders (CIO and below) independently on technical topics, project self-assurance to gain immediate client confidence.
- Lead and manage multiple challenging projects, catering to diverse industry vertical and geographies.
- Key contributor to the Change Management and stakeholder engagement
- Responsible for End-To-End implementation with timely delivery, Cost effective and quality/.

### **Tata Consultancy Services Pvt Ltd - Lead Implementation Manager, (5 years)**

**Client: All Cargo Logistics Pvt. Ltd and ECU Worldwide, Belgium (2 Years)**

- Been to **Belgium** to ECU-Line along with Pre-Sales team to understand the scope of works through series of meetings with stakeholders
- **RFP Proposal:** Based on visit and AS-IS study conducted, Provided valuable inputs to various in-house stakeholders such Bespoke Application development, ERP & Integration for Proposal and Led Implementation of Supply chain and logistic IT solutions to ECU Worldwide

**Client: Shipping Corporation of India (4 years)**

- IT project involved END-TO-END system implementation of all functionalities for SCI. The key deliverables of this phase are Vendor short listing, Preparation of EOI & RFP for the same. Implementation of the IT system and provide maintenance and support to SCI post implementation.
- **Program Management:** driven the vendors selection with the RFP process, Product & vendor evaluation and onboarding

- updates to customers by participating & reporting in Project Management Team (PMT) meeting & Steering Committee Meeting (Directors & Chairman).
  - And represented customer for external stake holders such as SCI Global agents, Govt. Ministry & Vigilance.
  - Consultancy & Process Re-engineering on various business critical processes & obtain sign-off from SCI management for change management,

**MITSUI O.S.K - Mumbai, India Business System Manager, {3 5 years )**

- Been to **HONGKONG** to perform analysis of key functions and translate business needs into system requirements of MOL PRICING SYSTEM
- Acted as Business System Manage & supported to MOL INDIA & MOL MED locations includes India, Dubai, Pakistan, and Sri Lanka
- To drive & support initiatives with process improvement Workshops Outsourcing: Planning, coordination & migration of BPO Projects at Back-office (Mumbai, Hyderabad & China) Handled the
- Contingency plan & implementation multiple DR sites Being a part of Task force, responsible for performing Gap Analysis between Business Requirements & system Conducting training & coordinating with End user on processes
- Liaising with MOL-IT (Calcutta & Asia) for DMR to improve the Global system to serve the user needs

**MAERSK INFOTECH SERVICES INDIA PVT. LTD Team Leader, (2.5 Years)**

- MAERSK AUTOMATIC RATING SYSTEM (MARS): Been to DENMARK for Training and successful migration & implementation of assignments at the Maersk Service Centre
- Handled data migration of all systems to MARS within the set deadline